

7 October 1969

MEMORANDUM FOR: Deputy Director, Support
THRU : Director, Office of Logistics
SUBJECT : Year-end Report of Employees Cafeteria Committee

1. Since its formation in October 1968, the cafeteria committee has met periodically to discuss the complaints and recommendations from cafeteria patrons.

2. It was found that complaints/criticisms received from cafeteria patrons were almost equally divided among the three basic problems of cost, quality and service.

a. COST. Since we had been told by the OL representative that there was absolutely no chance of lowering prices, there was not much we could do to satisfy this specific complaint except to try to explain that (1) prices were higher in all restaurants, and (2) all price increases had to be negotiated with and approved by GSA and were not based on arbitrary GSI decisions.

b. QUALITY. This particular category covers not only quality (meat too tough; wilted salad) but also specific complaints (lack of variety in the menu; too many starches) and suggestions (low-calorie luncheons; more salads). These complaints were handled by the committee members who represented the Agency component where the complaint originated. When it was decided that a valid recommendation could be made to the Cafeteria management, this was done through the OL Officer responsible for liaison with GSI. When it was appropriate, we suggested that the complaints be communicated directly to the cafeteria manager.

c. SERVICE. The complaints/suggestions having to do with service were mostly of the type that should have gone directly to the cafeteria manager and we so informed persons who called us, but there were also some suggestions which formed the basis for valid recommendations.

3. When the idea of self-bussing in the cafeteria was first discussed, it was decided that some of the committee members should visit other GSI installations where self-bussing is in effect to see what benefits might result if the system were introduced. We ILLEGIB

visited the HUD cafeteria, which was designed for self-bussing, and the Census Bureau cafeteria which had been converted to self-bussing. In both instances the committee members were impressed with the availability of tables and the comparative lack of noise. These two advantages plus the chronic lack of bussing personnel in our cafeterias led us to propose self-bussing on a trial basis.

4. The committee decided, early in the year, to submit a proposed Employee's Bulletin for publication in order to apprise cafeteria patrons of the actions that had been effected and those that were planned for the future. At the same time it was decided that there should be some means of acquainting Agency employees with various aspects of GSI operation since there seemed to be an almost universal ignorance in this regard. Among the various misconceptions which we were able to refute were the beliefs that: GSI is just another name for GSA; the Agency subsidizes Cafeteria operations; GSI is a profit-making organization whose Chairman makes a fabulous salary, etc. When we were questioned about these and other misconceptions, the answers we were able to give regarding GSI operations seemed to mollify our questioners to the extent that they were no longer antagonistic but were moved to suggest that a wider dissemination of such information would make for better public relations for the cafeteria. The proposed bulletin was disapproved for publication as such, but we have prepared a revised notice which, with your approval, could be disseminated within the cafeterias.

5. It is recommended that the Cafeteria Committee be continued. We suggest that new members be appointed to the committee, with no more than two of the present six members staying on for an additional three-four months for continuity. In this way there would be a staggered turnover in the future and continuity would be maintained with respect to knowledge of previous actions, recommendations, and cafeteria operations. It is also recommended that the chairmanship of the committee should rotate after a one-year period.

STATINTL


Chairman, Employees Cafeteria Committee